



# NASA HQ Guest Network

## Frequently Asked Questions (FAQs)

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## What is the Guest Network?

The NASA HQ [Guest Network](#) provides non-resident guests with general Internet access while at HQ. This network is controlled by a "captive portal" or a device that displays a Web page asking for a username and password the first time you try to access the Internet using a Web browser.

The [Guest Network](#) offers both **wired** and **wireless** access, and allows guest users to have basic Web, VPN, and e-mail access. Printing to select printers inside the HQ building is allowed. This network does NOT provide access to HQ internal resources such as Intranet applications and file shares.

## Where is the Guest Network available?

- Wireless access is available on all floors of the HQ building; in general office areas, conference rooms, the Auditorium, and the Library.
- Wired access is available in most conference rooms. Look for the yellow network cable labeled "NASA HQ Guest Network."

## How do I request access to the Guest Network?




Guest users must configure their own wireless cards. The basic information needed for configuration may be found on the [Guest Network Web page](#). Valid credentials (a username and password) are required to authenticate to the Guest Network. You may obtain credentials from any of the following locations:

- [HQ Library](#) in the East Lobby.
- At the Security Desk in the West Lobby where visitor's badges are obtained
- [IT POCs](#) or event hosts may request unique 1-day or 2-week passes by contacting Enterprise Service Desk (ESD): Submit a ticket online at [esd.nasa.gov](#), or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).
- From your sponsor, a valid HQ user. Your sponsor may obtain them from any of the above locations, or online from the Guest Network Credentials Web page: <http://itcd.hq.nasa.gov/secure/credentials.html>

## How do I log into the Guest Network?

To log into the Guest Network:

1. Turn on the wireless switch of your computer if necessary (Windows only).
2. Turn on or activate your wireless software.

<b>Windows Users</b>	Find the wireless icon in your system tray (perhaps  or  ). Right click on the icon and choose <b>Open</b> , <b>View Available Networks</b> , or <b>Enable Radio</b> , as relevant.
<b>Macintosh Users</b>	Click the AirPort icon  on the menu bar at the top right of your screen and select <b>Turn AirPort On</b> . Then click the Airport icon again.

3. Choose **NASA Guest Use Only** when presented with available networks. Click **Connect** if necessary.
4. Open a Web browser. Internet Explorer and Safari work best. Click yes to accept the security certificate.
5. Enter the username and password you were provided where indicated.
6. Navigate to a new Web page to check functionality.

The first page to appear may be resident in your computer's memory rather than a live page. Navigate to a Web site you don't normally view to ensure functionality.

## Do I need to use a SecurID Token to log in?

No.

## Can I print from the Guest Network?

Yes. Users of the Guest Network may print using the PRGATE system to some HQ printers. See [Guest Network Web page](#) for documentation.

# NASA HQ Guest Network FAQ

## Can I use my NASA laptop on the Guest Network?

Yes, this is an approved use of NASA HQ-issued laptops. However, if you are an HQ user, you will have access to many more resources, including direct access to e-mail through Outlook if you use the [Wireless Network for HQ Users](#) instead of the Guest Network, which provides only Internet access.

## Can I use my Pocket PC on the Guest Network?

Yes, Pocket PC's can be configured to use the Guest Network if they have the appropriate network cards.

## Can I use guest networks at other NASA Centers?

Each NASA Center has their own policy and infrastructure for supporting guest users. If you wish to use a guest network at any given Center, you should contact that Center directly.

## What wireless cards are supported on the Guest Network?

The following AirCards/Hotspots are supported:

- AT&T Beam
- AT&T Mobile Hotspot Liberate 4G
- T-Mobile Rocket 3.0.4G Laptop Stick
- T-Mobile Rocket 4G Mobile Hotspot
- Verizon Pantech UML290 4G LTE USB Modem
- Verizon Jetpack 4G LTE Mobile Hotspot MHS291L

For more information, see: [https://aces.ndc.nasa.gov/documents/QUICKREF\\_MOBILE\\_WOP.pdf](https://aces.ndc.nasa.gov/documents/QUICKREF_MOBILE_WOP.pdf)

## Where do I find out more about the Guest Network?

Visit the Guest Network Web page at <http://itcd.hq.nasa.gov/networking-guest.html>.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:*  
<http://itcd.hq.nasa.gov/faqs.html>